



We, Support, Empower, Develop



**IMPACT REPORT
2013 - 2014**



Community Action Dacorum Overview



The financial year to March 2014 has seen the continued provision of services to support the needs of individuals and community groups. There have been many highlights across the charity and we share some in the introduction and others are included in the rest of the report:

- Played a pro-active role in networking and partnering other statutory and voluntary sector partners to ensure effective services to the local community
- Launched our new website in March 2014 and through the year increased our presence on social media as part of increasing awareness of our activities
- Hosted our first long-term European Voluntary Service volunteers from Germany and Georgia, and a number of short-term volunteers from other European countries
- The Dacorum Domestic Violence Forum worked with 5 schools in delivering the ACT theatre workshop on what constitutes a healthy relationship. We also supported the delivery of the Freedom programme in Hemel Hempstead
- Hosted two apprentices as part of the Dacorum Borough Council Business Administration Apprenticeship Scheme
- Invested in upgrading our financial accounts software system
- Achieved re-accreditation of our Investors in Diversity quality standard
- A new service we are introducing for 2014 is a Disclosure & Barring check for organisations employing staff or volunteers.

We would like to thank all of our volunteers from Community Transport, Radio Dacorum, Shopmobility and Administration without whom we wouldn't be able to deliver the level of care and support to local individuals and organisations. The Board of Directors, staff and volunteers have all worked effectively together to ensure we continue to make a positive contribution as a charity and we hope that you enjoy reading the report.

Mark Mitchell
Chief Executive





- 40 groups supported with advice and guidance
- 32 groups attended training e.g. Fundraising, Safeguarding, Intro to Social Media
- 5 outdoor events organised across the Borough
- 70 groups supported in raising funds through outdoor events
- 170 printing jobs from 41 different groups
- 23 organisations supported with a comprehensive payroll service
- 20 groups hired equipment such as a projector/Santa suit and/or a meeting room

Community Action Dacorum (CAD) provide support to voluntary and community groups in a number of ways to help them achieve their aims and become as effective and sustainable as possible. Our services include advice on funding, marketing, training; and paid for services such as printing, payroll, equipment and room hire.

How did we support the Dacorum Bangladeshi Welfare Association?

In 2013 they became members in order to access support in constituting as a registered charity. The voluntary group had been running for approximately 6 years funded by committee members and the community. They recognised that they needed to become a registered charity if they wanted to fundraise more effectively and take advantage of the Government matched funding and Gift Aid Schemes but didn't know how to.



The Dacorum Bangladeshi Welfare Association

We started by looking at their constitution and advised them on what needed to be added. Shelim Rashid, Trustee, said "we would have been lost without the help and direction from CAD. You pointed us in the right direction, provided templates, draft documentation for discussion and approval and became our authorised representative with the Charity Commission liaising between us and them throughout the process."

CAD helped us get to our goal and your support was invaluable. You knew exactly where to go, how to approach and tackle an obstacle. In March 2014 we became a registered charity but that's not the end of it. We will be back in the future for more help with funding; you haven't seen the last of us!"



Advice



Training



Marketing



Funding



Paid for Services



- 2,931 Daily Minibus Hires (previous year 2,336)
- 37,029 Community Wheels Passengers (previous year 31,733)
- 117 groups accessed Community Wheels
- 1,765 return Community Car journeys
- 68 Door to Store Shopping Trips
- 48 volunteer drivers

Community Transport provides transport solutions for individuals and groups.



Three years ago Pat moved to Hemel Hempstead to be closer to her family after she had to give up driving because of her failing eyesight. Pat said that “even though I was nearly 70 losing my licence was a big blow and I was shattered. I used Dial-a-Ride in Sussex for a short while which was great but struggled to use a similar service when I moved and had to rely on public transport. But catching the bus to attend a social club was becoming more and more difficult because I was suffering from back problems and then someone told me about Community Cars. Oh and I wish I had known about them from the start!

I have been using community cars for about 18 months now. I know that whenever I need help getting somewhere I can call upon community cars and they'll provide me with a comfortable car and friendly drivers. The volunteer drivers are really helpful and understanding and they are a life saver.”

Lorraine has been driving for Community Transport for nearly 15 years. We asked her why she volunteers as a driver.



“I love volunteering for Community Transport and I would recommend it to anyone. I love meeting people and driving so being a volunteer driver is an ideal solution. It also works around my other commitments.

It's very rewarding driving for Community Cars and helping people access different services. I have my regular clients who ask for me specifically which is great. When driving the minibuses for Community Wheels you get to experience a variety of things. Basically you name it, I've done it! I've taken groups to the coast, Hatfield House, Whipsnade Zoo and lots more.

I've made some great friends over the years thanks to Community Action Dacorum”.



Shopmobility

- 7,755 scooter and wheelchair hires
- 120 new members joined
- 16 volunteers
- Open 6 days per week
- Operating for past 22 years

Shopmobility gives people with a temporary or permanent mobility problem, the chance to get out and about independently in Hemel Hempstead town centre. The staff and volunteers always provide a warm welcome as confirmed recently by John, who has been using Shopmobility, more or less twice a week for the past 3 years.

"You are always greeted with a smile and a fond hello! Someone told me to pop up and use Shopmobility when walking became too difficult for me due to a back problem and I now rely on it. My wife doesn't drive so Shopmobility is convenient as it's a central point where I can safely leave my car and meet up with friends for a coffee morning, go to the bank and buy essentials. I have a disability but Shopmobility enables me to make the most of what I've got. I cannot overstate the convenience, efficiency and light hearted atmosphere of the service".



"Always brilliant and absolutely essential"



"I enjoy going down town. Since I have not been able to work shopmobility has changed my life. They are excellent"

"Wonderful service couldn't do without it"



"This is a great service and helps my mother integrate by visiting shops and the town at age 93!"



Creative Learning

- 1,000 Learners
- 15 Tutors
- 24 courses covering skills and leisure and ESOL
- Delivered 45 ESOL (English Speakers of Other Languages) courses. ESOL graded outstanding overall
- 89% of learners graded their course as outstanding
- Inaugural Dance Show

Creative Learning (formerly known as Cultural Learning) is an adult education project funded by Hertfordshire Adult and Family Learning Service, HAFLS. We provide courses under 3 subject areas:

- ESOL
- Dance & Exercise
- Skills & Leisure

"Excellent course, very motivating, enjoyed it"

Within these areas we delivered 24 different courses and received positive learner feedback, e.g.:

- Arts & Crafts
- CV Workshop
- Belly Dance
- Yoga

"Very useful course packing in a huge amount of information and advice"

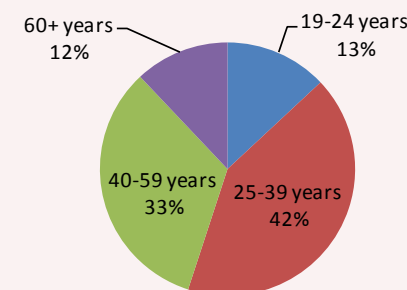
Painting made by a student on a watercolour course



We provide courses for those that otherwise wouldn't have the chance or the funds to attend courses. We achieved the following % of learners:

- 29% Men
- 25% unemployed
- 33% ethnic minority
- 10% older learners

Age range of learners



A Dozen Dances from Around the World

In May 2013 we launched our first Dance Show as a fundraiser and celebration of students. The show raised £1000 and attracted many new learners. The show has now become an annual event and a highlight of the Creative Learning calendar.



- 11,900 interpreting assignments
- 75+ languages and dialects
- 170 written translations
- Deployed approx. 375 interpreters and translators
- Trained 100 students in the good practice of interpreting

Herts Interpreting and Translation Service (HITS) provides language support services to NHS Trusts, local authorities, criminal justice agencies, voluntary sector organisations and commercial and private clients throughout Herts, Beds, Bucks, Oxon, Milton Keynes and beyond.

The past year has once again been an exceedingly busy year for HITS. We have not only undertaken many assignments and delivered training courses but we have also successfully renewed our ISO9001 quality standard. The top languages requested by clients are:

- Polish
- Urdu/Punjabi
- Portuguese
- Romanian
- Belgali/Sylket

During the year we delivered 4 “short” interpreter training courses in Hemel Hempstead. These courses comprised 70 students in 25 different languages.



Presentation Evening

In January 2014 we commenced our 13th year of DPSI training. 8 students managed to complete the full qualification, with 1 student, Mrs Roxana Marinkovic, being awarded the Jaffer Hamid

Trophy as the leading Local Government DPSI candidate of the year in the UK. This was the 6th occasion a HITS student has been awarded this particular trophy in our 13 years.



Roxana Marinkovic

We also participated in the European Project, 'Interpreter Language Training as a Stepping Stone to Work' which involved us transferring our short course to each partner country and sharing knowledge and experience of planning and delivery.

National Careers Service

Helping you take the next step

- 965 clients booked a session
- An average of 141 appointments per month
- 1696 Advice and Guidance sessions delivered during the year
- Positive outcomes for clients moving into employment or further training

Throughout the year the National Careers Service continued to provide employment advice and guidance to local people wanting to move back into employment, change profession or look for further training/professional development opportunities. Those who used the service were given 1:1 advice or support in a group settings. Our advisors helped with:

- CV writing
- Numeracy and literacy
- Job Searches
- Interview skills
- Confidence Building
- Identifying skills/development

"I wasn't sure how much help I could get from NCS, but it have been very useful and motivating"

"Wasn't sure what to expect from meeting today but came away with some very constructive ideas"



*"I did not know this existed!
Very very helpful and useful"*

We worked in partnership with a number of local voluntary/community groups and statutory partners to provide support to their clients:

- SOVA
- Dacorum Communities for Learning
- South Hill Centre
- Job Centre Plus
- Creative Learning – English Speakers of Other Languages
- Children Centres

Connect Dacorum

- 21 New members
- Published 4 newsletters
- Sent out 6 Opportunity lists & 10 Any Use lists
- Held 4 networking lunches with a total of 355 people attending

The highlight of 2013 was the 5th Connect Dacorum/ Dacorum Community Trust Christmas lunch at Shendish Manor Hotel. 135 people from local businesses, statutory organisations and Dacorum charities enjoyed a presentation from guest speaker Vernon Hill, Founder and Chairman of Metro Bank.



Dirigo project saw Connect Dacorum arranging visits of delegates from other countries to local businesses as well as hosting a volunteer from Cyprus for 2 days and attending a 2 day conference in Stockholm.



The Dragons Apprentice Challenge took place between October 2013 and March 2014 with 10 teams from local schools completing the challenge raising over £11,500 for Dacorum charities.

Supported by Mike Penning we helped organise a Disability Employment event in September 2013 with 7 out of 8 people being offered employment from that event.

Fourteen local companies gave numerous gifts totalling many thousands of pounds to Dacorum charities all through Connect Dacorum. These gifts included printers, filing cabinets, chairs, tables, desks, laptops, Port, website creation and much more.



FFEI regained the quiz crown at the annual Big Business Quiz. More than 11 teams participated in the fun fundraising evening. We would like to thank Shendish Manor for hosting the event.

Our activities also included:

- Holding meetings with 39 local businesses and 15 local charities
- Delivering 4 presentations on the work of Connect Dacorum
- Attending 35 other meetings, conferences and networking breakfasts

Jeoff Colls retired from Connect Dacorum in March 2014 with Cindy Withey taking over the role of Connect Dacorum Manager.





European Projects

- 17 active projects
- Hosted 103 European visitors
- Partnered with 19 European Countries
- Sent 20+ participants to partner countries



Training



Volunteering



Employment



Community

Community Action Dacorum plays an active role in engaging in European project activity. We work with the European voluntary sector and partners in Dacorum to share knowledge/experiences and new ways of working. The learning from these projects is used to inform and further develop our work in Dacorum.

The projects span 4 themes and highlights in 2013/14 include:

- Social Media in Adult Training project—research and delivery of the use of social media in training
- Europe for Citizens project— developing knowledge and understanding of how to write and submit an application for European funding
- Dirigo project—sharing good practice in motivating and engaging young people in the labour market. Sunnyside Rural Trust hosted volunteers to work and support their charity
- Professions Future—took the National Career Service model of Information, Advice and Guidance to Bulgaria.
- Senior Volunteering Project—during 2013/2014 Community Action Dacorum sent six people in total to Lyon (France) for a 3 week volunteer exchange programme as well as hosting six volunteers. One of the volunteers Peter Morgan shared his experience on a personal log and in an interview with Radio Dacorum.

“The senior volunteering project was recommended to me by a friend who went to Bulgaria through Community Action Dacorum. They said why don’t you apply, you like France – so I did! Lyon is the gastronomical capital of France and is an exciting place to go. 3 weeks is a big commitment and it was hard work; we were shattered at the end of most days but the weeks flew by.

It was an amazing experience and I can’t speak highly enough about the kindness and hospitality received. We received French lessons before we went and stayed in a very nice 3 bedroom apartment. All our expenses were covered and we had some free time mostly at weekends to explore and visit this interesting city. During our stay we did voluntary work at a youth centre, an elderly day centre, a community centre doing arts & crafts, pottery, knitting, sewing and on our last day baking rock cakes with children.

Participating in a European project is such a worthwhile experience and I would recommend it to anyone. You get to know another country and how they do their volunteering and bring some ideas back here to use”.



Peter Morgan
Senior Volunteering Project



- 330,527 Total listener minutes
- 3,059 Unique listeners
- 60 Volunteers
- 17,506 Total sessions
- 59 Unique countries
- 2,815 Facebook Likes

Celebrating its 2nd birthday in March 2014 Radio Dacorum has developed its role in combining music with an opportunity for residents, voluntary organisations, public authorities and private companies to promote their local activities; and encouraging a sense of pride in the Dacorum area.

Delivered and managed by a volunteer Station Manager and Presenters the station delivers a diverse mix of shows, events and activities. Highlights include:

- Schoolkids taking over the community radio station in the summer 2013 when they were invited in to man the microphones for dedicated slots during the holiday.



and tickets for local shows and performances

- Welcoming a visiting group of French students
- 1st Apsley Beavers, Cubs and Scouts visited the station to learn about media
- Regular competitions including a weekly Empire cinema ticket offer

- Local live bands visiting the station and broadcasting live
- 14 live outside broadcasts including the Marlowes Lights Switch On and the Berkhamsted Ukulele Random Players Ukulele Festival for Unicef
- New shows introduced such as 'Never Mind the Bus Pass' to ensure a wide range of interests and likes and a broader range of listeners



- Supported European Projects by interviewing visitors from other European Countries and hosted 2 European Voluntary Service Volunteers
- Recruited more volunteers which now covers the age range of 14—70 years.



Dacorum Council for Voluntary Service

Statement of Financial Activities for the year ended 31 March 2014

	Unrestricted Funds	Restricted Funds	Total 2014	Total 2013 as restated
	£	£	£	£
Incoming resources				
Voluntary income	164,752	68,755	233,507	257,582
Activities for generating funds	10,813	121	10,934	17,260
Investment income	435		435	793
Incoming resources from charitable activities	208,572	1,254,411	1,462,983	1,421,244
Total incoming resources	384,572	1,323,287	1,707,859	1,696,879
Resources expended				
Charitable activities	215,359	1,301,723	1,517,082	1,411,511
Support costs	217,958	31,918	249,876	238,382
Governance costs	83,027		83,027	17,819
Total resources expended	516,344	1,333,641	1,849,985	1,667,712
Net incoming / (outgoing) resources before transfers	(131,772)	(10,354)	(142, 126)	29, 167
Transfers between funds	(149,485)	149,485		
Gains on investment assets	66,667		66,667	
Net movement in funds	(214,590)	139,131	(75,459)	29, 167
Total funds brought forward at 1 April 2013 (as restated)	325,625	98,311	423,936	394,770
Total funds carried forward at 31 March 2014	111,035	237,442	348,477	423,937



COMMUNITY ACTION DACORUM WOULD LIKE TO THANK ALL OF THE LOCAL BUSINESSES, CHARITIES AND PARTNER ORGANISATIONS THAT HELP SUPPORT US.



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LIST OF TRUSTEES

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Doug Root, Vice Chairman
Cllr Roger Taylor, Honorary Treasurer
Cllr Penny Hearn
Carol Lawrence
Pushpa Kalu
Li Xiao

John Howart
Jean Curl
Cllr Richard Roberts
Ian Laidlaw-Dickson
Alan Warner
Cllr Gbola Adeleke
Tina Howard
Mike Moore (resigned December 2013)

LIST OF STAFF

Mark Mitchell
Helen Mutio
Natalie Carsey
Loretta Anderson
Louise Cecil
Janet Allum
Matt Hatton
Liz King
Saira Ahmed
Linda Boylan

Pete West
Deborah Fogden
Keith Gower
Shaddy Mansouri-Marsh
Sarah Luke
Lauren Dove
Ann Woolner
Rabia Nosheen
Araam Mansouri-Marsh
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Lin Wood
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